



## Solution Support

### Company Profile

Scada Systems Management assists its clients to transform their business operations through the use of Manufacturing Enterprise Solutions (MES). This is achieved using the following services:

- Opportunity Assessment
- Hosted Services
- Custom Solutions
- Solution Support
- Project Management

Full details of all of these service offerings are given on our website at [www.scada.com.au](http://www.scada.com.au).

### Support Options

A range of support packages is available to back up Custom Solution installations of GE Fanuc MES products carried out by Scada Systems Management. This enables the customer to choose the most cost effective assistance for their specific circumstances in support of their technological investment.

Service Feature	Assist	Complete	Extended
<u>Support</u>			
On-line case tracking	X	X	X
Support from 8AM - 8PM - EST (USA)	X	X	X
24 x 7 emergency support		X	X
Support from 9AM - 5PM - WST (AUS)			X
Proactive case management			X
<u>Knowledge</u>			
On-line knowledge center	X	X	X
Knowledge Base CD	X	X	X
Electronic newsletter	X	X	X
Proactive best practice sharing			X
Opportunity identification analysis			POA
<u>Upgrades</u>			
Service packs, product fixes, firmware and IPI's	X	X	X
Cost effective software feature enhancements		X	X
Software version upgrades		X	X
Upgrade migration planning			X
Remote test environment			POA

The service provided to a Hosted Services installation is equivalent to the Extended support offering.

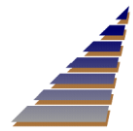
### Service Response

Whether it comes directly from GE Fanuc GlobalCare or is delivered in partnership with Scada Systems Management, you'll receive the same commitment to service for products throughout a support scenario from first-level response to advanced troubleshooting regardless of your package.



Premier Solution Provider

## ***GE Fanuc GlobalCare Assist & Complete Service Packages***



### **Online Case Tracking**

A sophisticated online case management system is at the heart of all support offerings. This allows you to monitor, update and even escalate your case 24 hours a day. When you log a case online, the GE Fanuc GlobalCare interface guides you through the process and directs you to the most appropriate support resource for your circumstances. This process can also be managed by Scada Systems Management for those customers that have elected to have the Extended Support package.

### **24 x 7 Emergency Support**

Around the clock emergency support is available from GE Fanuc for critical cases for those customers that have the Complete GlobalCare support. This is available on-line and by telephone. Due to the global reach available through GE Fanuc a broad range of product expertise is always available.

### **Online Knowledge Centre**

GE Fanuc offers an On-Line Knowledge Centre that offers support links, articles & white papers, sample codes, user forums, developer downloads, driver fact sheets and more. The Downloads section of the GE Fanuc Support Site provides a comprehensive storage facility for proven tools and resources that can cut development time. In addition to this, Scada Systems Management offers a range of on-line resources that are designed to share insights and assist in the delivery of value.

### **Knowledge Base CD**

GE Fanuc publishes a Knowledge Base CD three times a year for all customers that have formal support packages. It contains an entire library of valuable articles, white papers, remote diagnostic tools and other materials to help solve your issue when you are not connected to the Internet.

### **Electronic Newsletter**

Customers for all service package levels receive regular electronic newsletters from GE Fanuc and from Scada Systems Management. These contain important notifications and helpful product tips.

### **Product Maintenance**

Customers that have elected for the Assist support package can retrieve the latest Hot Fixes and Service Packs for products and drivers on-line. In addition to these, customers that have elected for Complete or Extended service packages also have access to the latest product improvements, enhancements, tools and features that can maximise the value of the technological investment.

### ***Scada Systems Management Extended Support Service Packages***

The Extended Support package from Scada Systems Management complements the GlobalCare Complete package from GE Fanuc. The key additional benefit of this service is that we are committed to proactively assisting you search out the value potential of your MES installation.

Since we have an in-depth knowledge of your particular installation we can bring our industry knowledge to bear on your specific circumstances to ensure you are gaining the optimum value from your investment. We also offer an additional range of services beyond the Extended package.



Premier Solution Provider



## **Proactive Case Management**

If an installation is going well, then it is likely that infrequent use will be made of the troubleshooting and fault rectification services that are available. In support of a range of customers, Scada Systems Management have an in-depth knowledge of the GE Fanuc case management processes. This enables us to offer an additional level of value to customers, assisting them to navigate through the case management process. This may involve logging cases for you and pursuing them to completion.

The Assist and Complete support packages are centred on issues relating to the MES products. It is often not clear to a customer whether an issue they are experiencing is related to the product, its configuration or some additional factor. By using our local knowledge of your teams and your specific installation we can ensure that only those cases that warrant submission to the case management processes make use of those services. Due to our product knowledge we can have a different level of interaction with the GE Fanuc experts and so resolve your issues more quickly.

In this manner, we can offer a single point of contact for issue resolution in a time-zone close to you.

## **Best Practice Sharing**

From our perspective across many MES installations we can identify practices that may be in beneficial use in some industries and geographical areas that may benefit customers in others. Whilst maintaining confidentiality requirements it is practical to share these best practices.

Your specific installation is a utility that is targeted towards particular operational needs. We are in a position to take a different perspective with your process information due to our product expertise. This enables us to spot opportunities offered by your processes that you may not be in a position to identify readily. As part of our Extended Support offering we provide you with additional process insights from your own information. These form part of the agenda for a regular meeting with you to discuss the roadmap and progress for securing the maximum benefit from your install.

Additional operational consultancy services can also be provided by our experienced team.

## **Upgrade Migration Planning**

GE Fanuc GlobalCare Assist makes Hot Fixes and Service Packs available to you. The Complete package also provides cost-effective access to the latest product improvements, enhancements, tools and features. Your expertise is in running your business; ours is understanding how the current, and any future configuration of your MES installation might be best used to deliver benefit. There are always risks involved in making changes to the underlying software for your solution. We can provide you with migration plans to assist in minimising the risk and costs inherent in upgrading.

This service may extend to hosting a replicated test environment of your installation and using this to control the roll-out, not just of product components, but any additional solution enhancements.

## **Summary**

Just as an investment in a GE Fanuc MES with Scada Systems Management enhances the value of your business, choosing the right support package for you protects the value of your investment.